



NFIP KEY CONTACTS

NFIP CALL CENTER

1-800-427-4661

CONTACT FOR:

General NFIP Information
NFIP Claims Handbooks
Flood Insurance Reform Act Req.
NFIP Property Loss History

FLOODSMART

1-800-379-9531

www.floodsmart.gov

CONTACT FOR:

General Information
Agent Locator
Flood Risk Profile
Depth Damage Tool
Frequently Asked Questions
Information for Claim Filing
Flood Facts
Media Resources
Toolkits
Agent Referral Program
Agent Advertising Program

FEMA/NFIP

www.fema.gov/business/nfip

CONTACT FOR:

NFIP Information Gateway
FEMA Regional Office Contacts
NFIP Statistics
FEMA Document Library
FEMA Mapping Updates
Mitigation
Grants



FEMA

**FEMA MAP SERVICE CENTER****CONTACT FOR:**

1-800-358-9616
<http://msc.fema.gov>
P.O. Box 1038
Jessup, MD 20794-1038
8:00am – 6:00pm EST, M-F

Flood Insurance Rate Maps
Historic Maps
Flood Insurance Studies
Letters of Map Change
Order Flood Insurance Manuals
Order Community Status Books

FEMA MAP ASSISTANCE CENTER**CONTACT FOR:**

1-877-336-2627
femamapspecialist@mapmodteam.com
3601 Eisenhower Avenue, Suite 600
Alexandria, VA 22304
8:00am – 6:00pm EST, M-F

FEMA Map Specialist for:
Letters of Map Change
Other Technical Questions

FEMA DISTRIBUTION CENTER**CONTACT FOR:**

1-800-480-2520
www.fema.gov/business/nfip
P.O. Box 2012
Jessup, MD 20794-2012
8:00am – 5:00pm EST, M-F

Order Hard Copy:
Public Awareness Materials
Claims and Underwriting Forms

FEMA DISASTER ASSISTANCE**CONTACT FOR:**

1-800-621-3362
www.fema.gov
7:00am – 3:00 pm EST, M-F

Federal Disaster Assistance
12:00pm – 8:00pm EST Sat. & Sun.

NFIP SERVICING AGENT**CONTACT FOR:**

1-800-638-6620

NFIP Direct Agents & Policyholders

**FEMA**